

Interview Summary	Application No.	Applicant(s)	
	09/953,396	FONG ET AL.	
	Examiner	Art Unit	
	El Hadji M. Sall	2157	

All participants (applicant, applicant's representative, PTO personnel):

- (1) El Hadji M. Sall. (3) _____
 (2) Allan M. Lowe. (4) _____

Date of Interview: 05 July 2005.

Type: a) ☒ Telephonic b) ☐ Video Conference
 c) ☐ Personal [copy given to: 1) ☐ applicant 2) ☒ applicant's representative]

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☐ No.
 If Yes, brief description: _____

Claim(s) discussed: 1-29.

Identification of prior art discussed: N/A.

Agreement with respect to the claims f) ☒ was reached. g) ☐ was not reached. h) ☐ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Examiner called the applicants to have an authorization for an Examiner's amendment. All claims were amended except 22-24. A copy of the new claims was faxed to Examiner.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN ONE MONTH FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.



 Examiner's signature, if required

EXAMINER'S AMENDMENT

1. A method of establishing network communication later in time between a first user endpoint entity accessing a resource over a data network and a second user endpoint entity associated with that resource, using a service system that can set up a communication session with an associated transport mechanism allowing ~~the~~ exchange of data across the network between user endpoint entities joined to the session, the method comprising operations that proceed as follows:

(a) upon the first user endpoint entity indicating that it wishes to communicate with a second user endpoint entity in the future, the service system generates a session identifier for a future communication session, passes a copy of the session identifier over the network to the first user endpoint entity and stores the session identifier along with context data concerning the future communication session;

(b) when the first user endpoint entity subsequently wishes to establish said future communication session, it passes back the session identifier to the service system; and

(c) the service system thereupon matches the received session identifier with the stored session identifier to retrieve said context data, and joins the first user endpoint entity into a communication session with an appropriate second user endpoint entity as identified using said context data.

2. A method according to claim 1, wherein in (a):

the first user endpoint entity indicates that it wishes to communicate with a second user endpoint entity in the future, by means of a communication sent outside of any existing said communication session, the first user endpoint entity passes the service system said context data, said context data being subsequently used by the service system in (c) to select a particular second user endpoint entity from a pool of possible such entities, to join in the communication session with the first user endpoint entity.

3. A method according to claim 1, wherein in (a):

the first user endpoint entity indicates that it wishes to communicate with a second user endpoint entity in the future by means of a communication sent outside of any existing said communication session, the first user endpoint entity passes the service system data identifying a specific second user endpoint entity with which the first user

endpoint entity wishes to communicate, and the service system uses the data passed to it by the first user endpoint entity for said context data to set a time for the intended communication session based on the availability of that second user endpoint entity, this time being passed back to the first user endpoint entity.

4. A method according to claim 1, wherein in (a):

the first user endpoint entity indicates that it wishes to communicate with a second user endpoint entity in the future during the course of an existing communication session with a second user endpoint entity, and the service system extracts data it has about the existing communication session, including the session identifier ~~identity~~ of the second user endpoint entity, and stores it as said context data.

5. A method according to claim 1, wherein in (c), the service system uses the retrieved context data to select, where not already specifically identified, said appropriate second user endpoint entity.

6. A method according to claim 1, wherein a telephone number associated with the first user endpoint entity and a time for the future communication between the first and second user endpoint entities is stored at the service system

along with the session identifier, the service system being triggered at the indicated time to initiate a telephone call to the first user endpoint entity.

7. A method according to claim 1, wherein a time for the future communication between the first and second user endpoint entities is stored at the service system along with the session identifier, the service system being triggered at the indicated time to select, where not already specifically identified, said appropriate second user endpoint entity and to join that second entity into the intended communication session.

8. A method according to claim 7, wherein a telephone number associated with the first user endpoint entity is stored at the service system along with the session identifier, the service system upon joining the second user endpoint entity to the communication session, initiating a telephone call to the first user endpoint entity from the joined second user endpoint entity.

9. A method according to claim 1, wherein the network resource is a website and in (a), the first user endpoint entity is passed said session identifier in association with a rendezvous web page the URI of which is bookmarked by the first user endpoint entity, the first user endpoint entity

returning the session identifier to the service system in (b) by using the bookmarked URI to request the rendezvous web page.

10. A method according to claim 9, wherein the session identifier is passed to the first user endpoint entity in a cookie associated with the rendezvous web page, this cookie being automatically stored at the first user endpoint entity.

11. A method according to claim 9, wherein the session identifier is passed to the first user endpoint entity in a query string of the URI of the rendezvous web page.

12. A method according to claim 1, wherein the network resource is a commercial website, the first user endpoint entity being associated with an enquirer and the second user endpoint entity is associated with a representative in a contact center.

13. A method according to claim 1, wherein the service system, in setting up a communication session for the first and second user endpoint entities, creates a service-session functional entity which in the course of joining a said user endpoint entity to the session, sends connection details of the transport mechanism associated with the communication session to the user endpoint entity or its proxy, that user

endpoint entity or its proxy then using the connection details to connect itself to the transport mechanism.

14. A method according to claim 13, wherein the service-session functional entity comprises a session instance with generic behaviour for adding and removing user endpoint entities to the communication session and for recording the user endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove user endpoint entities.

15. A method according to claim 1, wherein the service system, in setting up a communication session for the first and second entities, creates a service-session functional entity that comprises a session instance with generic behaviour for adding and removing user endpoint entities to the communication session and for recording the user endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove user endpoint entities.

16. A method according to claim 1, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types,

between user endpoint systems joined to the communication session.

17. A method according to claim 16, wherein the user endpoint systems include web browser functionality and the service system provides functionality, and the transport mechanism provides channels, for at least two of the following:

text chat;

follow-me page-push;

packetized voice.

18. A method according to claim 13, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types, between user endpoint systems joined to the communication session, the connection details passed to a said user endpoint system or its proxy comprising details of the media channels associated with the communication session, and the user endpoint system or its proxy using these details to establish corresponding media channel connections to the transport mechanism.

19. A method according to claim 13, wherein the state of connection of a said user endpoint entity to the transport mechanism is signalled to the session-service functional

entity by leg messages passed between a leg controller of the user endpoint system or its proxy and a corresponding leg controller of the service-session functional entity.

20. A method according to claim 13, wherein the second user endpoint entity or its proxy already has connection functionality for joining and participating in a communication session, the service-session functional entity of the communication session to which the user endpoint entity is to be joined inviting this entity into the session by sending said connection details to the connection functionality of the entity or its proxy.

21. A method according to claim 13, wherein the service-session functional entity, in joining the first user endpoint entity into the communication session, sends the latter both connection functionality for joining and participating in a communication session, and said connection details.

22. A method according to claim 21, wherein the connection details and functionality are sent in association with a web page served by the service system.

23. A method according to claims 13, wherein the service-session entity is created at the time the session identifier is sent to the first entity.

24. A method according to claim 13, wherein the service-session entity is created immediately prior to the joining of a first-to-be joined one of the first and second entities is joined to the session.

25. An apparatus ~~Apparatus~~ comprising:

a network resource which is accessible to a first user endpoint entity over a data network;

session means for setting up a communication session with an associated transport mechanism allowing ~~the~~ an exchange of data across the network between user endpoint entities joined to the session;

future-communication identifier means arranged to be responsive to the first user endpoint entity indicating that it wishes to communicate in the future with a second user endpoint entity associated with said network resource, to generate a session identifier for a future communication session and store the session identifier along with context data concerning the future communication session;

pass-back means for passing a copy of the session identifier over the network back to the first user endpoint entity; and

session-activation means for subsequently receiving back the session identifier from the first user endpoint system,

for thereupon matching it with the stored session identifier to retrieve said context data, and for triggering the session means to join the first user endpoint entity into a communication session with an appropriate second user endpoint entity.

26. An apparatus ~~Apparatus~~—according to claim 25, wherein the apparatus is adapted to enable the first user endpoint entity to indicate that it wishes to communicate with a second user endpoint entity in the future by means of a communication to the apparatus made outside of any existing said communication session, the session means being operative, in response to being triggered by the session-activation means, to use this context data to select a particular second user endpoint entity, from a pool of possible such entities, to join in a communication session with the first user endpoint entity.

27. An apparatus ~~Apparatus~~—according to claim 25, wherein the apparatus is adapted to enable the first user endpoint entity to indicate that it wishes to communicate with a specific second user endpoint entity in the future by means of a communication made outside of any existing communication session, the future-communication identifier means being operative to store the identity of said specific

second user endpoint entity as part of said context data and to set a time for the intended communication session based on the availability of said specific second user endpoint entity, and the pass-back means being operative to pass back this time to the first user endpoint entity in association with the session identifier.

28. An apparatus ~~Apparatus~~—according to claim 25, wherein the apparatus is adapted to enable the first user endpoint entity to indicate that it wishes to communicate with a second user endpoint entity in the future during the course of an existing communication session with a second user endpoint entity, the context data comprising at least the identity of the second user endpoint entity, and the session identifier means being operative, in response to being triggered by the session-activation means, to use the context data to join the same second user endpoint entity with the first user endpoint entity in a communication session.

29. An apparatus ~~Apparatus~~—according to claim 25, wherein the network resource is a website and the pass-back means is operative to pass the first user endpoint entity said session identifier in association with a rendezvous web page the URI of which is intended to be bookmarked by the first user

endpoint entity, the association of the session identifier with the rendezvous page being such that the first user endpoint entity can return the session identifier to the service system by using the bookmarked URI to request the rendezvous web page.